
From: Sue Memhard [susalasue@gmail.com]
Sent: Thursday, February 19, 2009 11:01 AM
To: Williams, Catrice (DTC)
Subject: Verizon service complaint from Shutesbury

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Dear Ms. Williams,

Thank you for taking comments regarding Verizon phone service. I have been a Shutesbury resident for a year and a half, and during this time our phone line has been plagued by static and a periodic metallic echo chamber that requires immediate hanging up. It has also gone dead many times, both during storms and often for no apparent reason.

When it's fixed, it usually is good for a week or two, and then the static begins. There is constant low-level static on our line now and I've give up calling. The technicians say it's the old wiring. Never in my life have I experienced this kind of phone connection.

We have NO DSL where we are, and our very nice technicians say there is no plan to bring it to our area, even though they say it would be *quite easy* in our particular neighborhood.

To whom can we address complaints about this?

It is simply unacceptable that Shutesbury, a relatively wealthy town mostly of professionals bordering on Amherst, is in the dark ages on internet access, in addition to having terrible phone service. Despite the fact that now one end of town does have DSL, at least half of the town doesn't.

Thank you
Sue Memhard
8 Laurel Drive
Shutesbury MA